



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Health and Recovery Services Administration
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September 14, 2009

TO: All Department of Social and Health Services
Medicaid Administrative Match Program Contractors

FROM: Alan Himsl, Section Manager
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Division of Healthcare Services

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SUBJECT: Uniform Time Study Process for Medicaid Administrative Match

Over the years we have received many comments from participating (contracted) agencies stating that the Medicaid Administrative Match (MAM) processes are confusing and result in time-consuming administrative burdens. We believe that MAM contracted agencies are acting in support of the state in their efforts to locate potential Medicaid eligible's, assist in enrolling them in Medicaid, and linking them to appropriate health care. We also share in the belief that the current time study processes have resulted in an additional work load for participants.

In recent discussions with the Centers for Medicare and Medicaid Services (CMS) Region X staff, we have learned that CMS Region X and CMS Central Office staff are looking for ways to significantly reduce the administrative burdens of the current time study processes in place in the state of Washington's MAM programs.

Currently there are several time study processes in place in Washington State:

- Recording 100 percent of time.
- Recording 100 percent of time over a week or a day.
- Capturing random moments.

Washington State is moving to implement a uniform random moment time study that would be utilized by all MAM contractors. In this model the state would administer a random moment time study process, where designated participants would receive email notification requesting a response to questions similar to the following:

- Who are you with (e.g. a client, a parent, and/or other staff)?
- What are you doing?
- Why are you doing this activity?
- Where are you conducting this activity?

The designated participating staff would respond to the inquiry via email. State staff would review the answers submitted and assign the proper claiming code. While all participants would be participating in one uniform time study process, each participating agency would have individual cost pools, claiming units and Medicaid Eligibility Rate.

Positives:

- Administratively simple with reduction of administrative burden.
- Increased Medicaid enrollment and number of people accessing appropriate health care.
- Time study process would be fully administered by the state.
- Significant reduction in the level of training needed by participants. They would not need to learn a complex coding system; all they would need to do is respond to the four questions.
- Process almost paperless.
- Less agency staff required to coordinate the collection and recording of time study data.
- Reduction in the possibility of duplicate claiming.
- Uniform contracts and monitoring process across the program.
- More accurate and timely payments.
- Potential to increase the number of contractors.

Challenges:

- Need time and resources to develop system.
- May slightly increase the administrative fee charged to contractors.

As we move forward with the development of the uniform random moment time study process, we will establish a workgroup to assist us in the development of this new model. That workgroup will include representatives from Health and Recovery Services Administration, CMS and a stakeholder group from our contracted agencies. Once the model is developed we would pilot the uniform random moment time study to ensure the model is operational.

If you have any questions on this matter, please feel free to contact me at 360-725-1647 or by email at alan.himsl@dshs.wa.gov.